

RECEPTIONIST WORKSHOP STATEWIDE

Saturday 7th August 2021
Hotel Verge, Launceston



For the
wellbeing
of Tasmanians

Supported by



Workshop Speakers

Nannette Shaw



Nannette Shaw is an Aboriginal Artist with a passion for Kelp Work, Basket Weaving and Shell Stringing and loves passing on her Cultural knowledge to the younger members of the Community.

In 2018, Nannette was a finalist in the Darwin Telstra Awards and won the 3D Koorie Heritage Art Award.

Nannette currently has work being exhibited in two workshops and exhibitions run by TMAG and the National Gallery of Australia. One for her basket weaving called 'Tayenebe' and the other for her shell stringing called 'Kanaloritja: An Unbroken String'. Both pieces toured nationwide for over two years. Nannette is also part of InCahoots that is still touring Australia. Nannette's work resides in Museums all over Australia and in private collections. Her work has been gifted to the former Governor Kate Warner and former Premier Will Hodgman.

Nannette Shaw is a Trawoolway, Tyerelore Woman from the North East of Tasmania and Bunurong from Welcome River in Victoria.

Robyn Moore (AM)



Robyn Moore's voice has been heard in most homes in Australia... but you won't know her name.

She is regarded as one of Australia's best and most in-demand speakers and for over 40 years, has been working in Education, Advertising and the Communication/Entertainment Industry.

Robyn has recently been awarded an Order of Australia Award for her services to the Arts and to Charities. As National Patron of Make-A-Wish Australia for 28 years, she spoke at the Global Make-A-Wish Conference in the USA and won the International Volunteer of the Year Award.

Robyn has unique skills with "the Power of the Word" and her entertaining, inspiring, and thought-provoking presentations totally captivate her audiences. You will laugh, cry, be moved and inspired to find the best of yourself and take action in creating a life you love at Work, Home, in the Community and within! Robyn's presentations themed around "The Power of the Word" are quite often literally described as "**life changing.**"

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Simon Thiessen



Simon is the founder and CEO of The Real Learning Experience.

Simon has a passion for shaping the working climate and bottom-line performance in organisations. He works with clients to build cultures in which people produce sustained exceptional results, work closely with the organisation's values, and enjoy coming to work – and bringing their best self with them!

Simon delivers these results through a combination of learning workshops, strategic consulting and coaching. Simon's ability to make learning relevant and engaging allows participants to apply what they learn to produce both immediate and sustained results.

When Simon works with your people, he combines a broad understanding of organisational culture and performance with the practical skills and strategies that allowed him to grow

The Real Learning Experience from a startup into learning and development network of partners operating across Australia and internationally. Simon is also dynamic keynote speaker who inspires, entertains and provokes an audience to take action.

Gary Smith



Gary Smith has been a high-profile practice manager in the health care sector for almost 36 years. He currently manages a large general practice in Penrith, NSW and is a highly recognised and respected person in the practice management field.

Gary is currently a Director of AGPAL and Chair of Quality Innovation Performance (QIP), and a member of a few Commonwealth Government working parties and advisory groups. He has also been appointed by the NSW Government as a Board member of his local health district and is on the Board of the Nepean Blue Mountains PHN. He is also on the Board of HR+.

Gary is also an Academic Director – Health Programs for UNE Partnerships.

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Workshop Program

Time	Saturday 7 th August	Presenter
8:15 – 8:30 am	Conference Registration	20 mins
8:30 – 8:50 am	Welcome to Country	Nannette Shaw Fiona Hughes
8:50 – 9:00 am	Conference Overview	Jenny Simms (HR+)
9:00 – 11:00 am	<p>The Power of Your Word: You are the gatekeeper generating positive practice perception and healing.</p> <p>The Secrets in Advertising: How to apply these rules to create patient satisfaction and loyalty.</p> <p>The Covid Roller-Coaster: Staying on the ride when change is everywhere.</p> <p>Defining the why (Intent and Purpose): Establishing a daily practise to increase your job satisfaction.</p> <p>The power of laughter: Enhancing wellbeing and healing for you, your colleagues, and patients.</p> <p>Optimism VS Pessimism: The doorway to optimism creates an enlivening workplace culture.</p> <p>Follow Your bliss: Identify your strengths and see how to utilise these in your practice.</p> <p>The Secret to finding your Passion: Unfold possibilities to express your passion at work and home.</p> <p>The PRESENT...is the PRESENT: How to access “The Now” in the midst of your busy working day.</p> <p>Authorship: In one second declare who you are being and transform how life occurs at work and home.</p> <p>When Things Go Wrong: Find focus in the midst of a frenzy.</p>	Robyn Moore

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	<p>The 4 Thieves of Everything that Matters: Knowing these thieves, enables you to know yourself and find work/home balance.</p> <p>Not Listening VS Listening: Be moved by listening for someone rather than just to someone.</p> <p>Resolving Breakdowns: A model for life-altering access for “the best of you.”</p> <p>The Roller-Coaster of Life under the Microscope: Managing the highs and lows of life.</p> <p>The 3 Doorways to staying on the Ride: A strategy for managing change!</p>	
11:00 - 11:15 am	Morning Tea Break	15 mins
11:15 - 12:30 pm	<p>Meet the world from your own place of strength</p> <p>Have you ever wondered why some people seem less affected by the things that happen around them? By what happens in the world and by what people, including patients and co-workers, do and say? For others, the smallest issue throws them off balance - impacting their own wellbeing and the people around them.</p> <p>The difference doesn't happen by chance. It is based on specific strategies, ways of thinking and skills for interacting. People who deal well with life don't have less challenges - they just have better ways of responding. As a result, they build better relationships – with themselves and with the people around them</p> <p>This workshop will provide skills and strategies for meeting life head on, for responding to the inevitable challenges, and for dealing with people with a forward focused, solution-oriented mindset</p>	Simon Thiessen

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Time	Saturday 7 th August	Presenter
12:30 – 1:00 pm	Lunch Break	30 mins
1:00 – 2:00 pm	Continued - Meet the world from your own place of strength	Simon Thiessen
2:00 – 3:00 pm	<p>Using Positive Language</p> <p>“What do I say and do I say it right” In this session Gary will provide you with an insight into the psychology of the patient and how by language you use will achieve an acceptable outcome by all parties. It’s all about saying the same thing but in a different way.</p>	Gary Smith
3:00 – 3:15 pm	Afternoon Tea Break	15 mins
3:15 – 4:15 pm	<p>How to be the best at the desk</p> <p>The demands and expectations of patients have increased over the past years and new skills are required to manage these expectations. In this session Gary will highlight the areas where new skills are required and provide you with “real life” examples of how you may implement them.</p>	Gary Smith
4:15 pm	Wrap up and Close – Workshop Concludes	Jenny Simms (HR+)

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